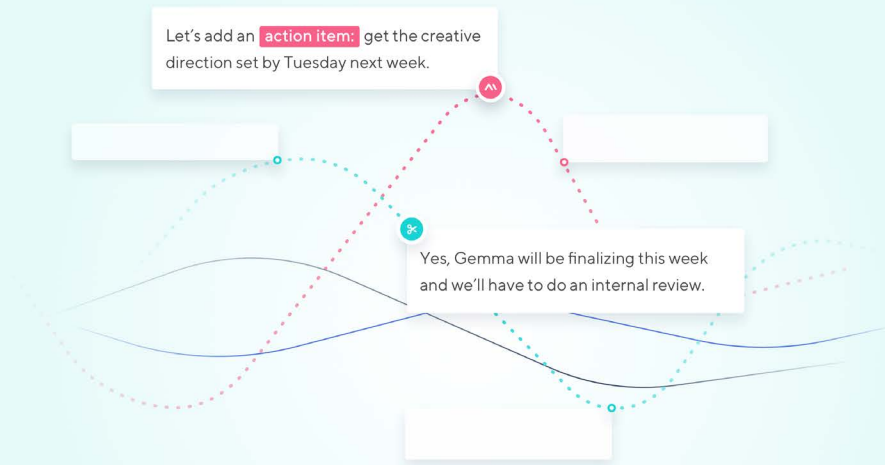




# Dialpad VoiceAI

Every Conversation Matters.



## Make Smarter Business Calls with VoiceAI

Dialpad VoiceAI empowers businesses with the tools they need to not only gain insight from their customer conversations in real-time, but use that information to make intelligent business decisions. Through artificial intelligence, you can uncover rich insights to better understand customer needs, increase customer retention and improve team productivity. With the power of voice intelligence, every conversation matters.

### Features

#### Supervisor View

Provide better coaching in real-time. Supervisor View displays the customer service call sentiment so that you can instantly turn things around and improve customer retention.

#### Action Items

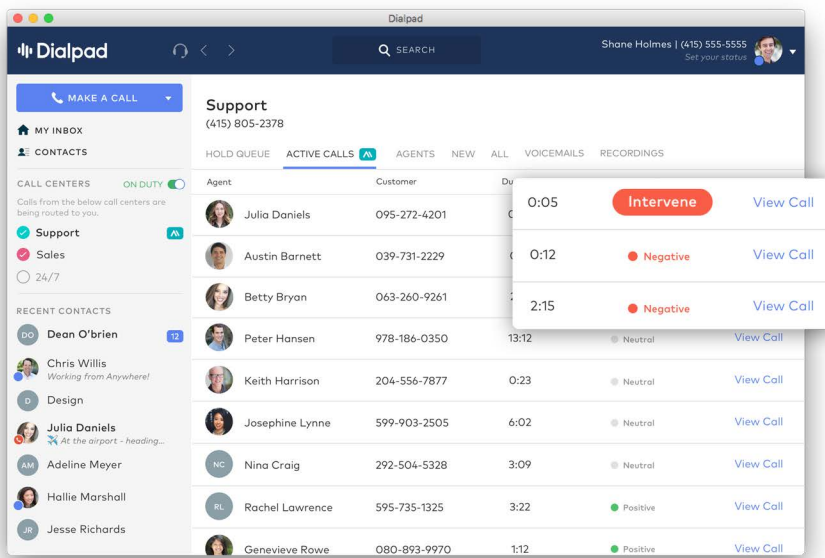
Never miss anything on your to-do list. Action Items highlight important tasks in your phone conversations and places them in your call summary.

#### Snippets

Take notes without lifting a finger. Snippets let you mark and save important conversation moments that you can quickly and easily reference later.

#### Call Summary

All the important details in one place. Call Summary puts your Action Items, Transcripts, Snippets, and manual notes into an easily digestible call snapshot.



## Want more information?

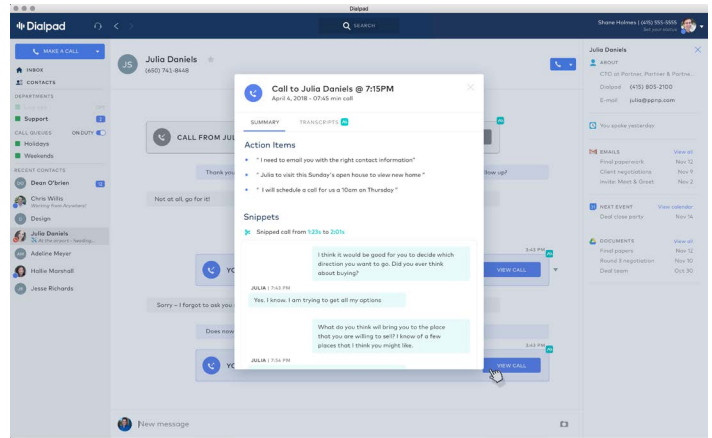
Email us at [sales@dialpad.com](mailto:sales@dialpad.com) or give us a call at 1 (855) 342-5723.

## Improve Customer Satisfaction

With live sentiment reporting, decrease time to resolution and instantly see if customers are satisfied. This insight allows Supervisors to increase retention by provide on the spot coaching for any at-risk calls. Also, managers can accelerate new hire ramp times by uncovering live coaching opportunities and through better knowledge transfer between team members.

## Improve Efficiency

Dialpad VoiceAI accurately captures real-time inbound and outbound phone conversations, transcribing them as they happen. Intelligent keyword identification means notes and Action Items are automatically available in text format before the conversation even ends. These “complete” notes allows for easy knowledge transfer and seamless account handoff between team members.



## Make Better Decisions

See customer satisfaction trends over time and make smarter decisions on which messages resonate better with customers. Dialpad VoiceAI’s Natural Language Processing and machine learning technologies improve as you and your team use them, becoming more intelligent over time.

With the power of voice intelligence, uncover rich insights through customer conversations to make smarter business decisions.

UBER

Qubit.

HubSpot

Betterment

stripe

Eventbrite

# Get Started

Ready to experience Dialpad for high tech? Get in touch with a Dialpad expert to learn more.

EMAIL US: [SALES@DIALPAD.COM](mailto:SALES@DIALPAD.COM)

CALL US: 1-855-DIALPAD

